Jerome Mangosong

A competent and reliable IT professional with over 6-years working experience in IT industry.

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WORK EXPERIENCE

SAP EDI Specialist
DXC Technology

08/2021 - Present
Operations Lead
Tasks

- Leads small team and manages routine technical/operational activities.
- Provides consultancy to business on the best practices to resolve issues.
- Focus on responding to system-wide issues and on monitoring the system.
- Perform System Checks after system downtimes and outages.

SAP Supply Chain Management Specialist
DXC Technology

04/2019 - 08/2021
Technical Lead and Automation Lead
Tasks

- Responsible in Routine Change Requests from different categories (PDCMF, S2C, Planning and Purchasing) raised by Key Users. End-to-end owner of routine request of our customer from maintenance, testing and coordination, deployment, and business notification of its completion.
- Proactively monitors metrics from SAP systems to detect possible negative system performance and act prior to business' knowledge.
- Responsible in making sure our team is looking into ways how to work efficiently and check automation opportunities.
- Understands and provide direction on the tools' enhancements and maintenance.

System Administrator (Incident Commander / Wintel Administrator)
DXC Technology

04/2016 - 04/2019
SME for Rapid Response and Incident Handling
Tasks

- Responsible for all aspects of emergency response, including quickly developing incident objectives.
- Proactively monitors Servers and Application using Business Service Monitoring (BSM) tool to detect possible negative system performance and act prior to business' knowledge.
- Provides overall technical support as Wintel Administrator, such as, Perform Backup and Restoration of Data using HP Data Protector. Perform Windows Server Installation. Perform Server Security Patching.
- Troubleshoot all Windows Server OS related issue for physical and VM servers.
- Utilize Solarwinds in monitoring the performance of System/Servers.

Projects Contributed : Automated 4 Daily Tasks using WinAutomation. Developed 3 Reporting tools

EDUCATION

Tertiary Education - Mapúa University

Bachelor of Science in Computer Engineering

Specialization - Microsoft .Net Technology

TRAINING ATTENDED AND CERTIFICATIONS

2022 - Certified Associate - Design Thinking

2022 - SAP SD Bootcamp

2021 - Intro to Programming with ABAP

2021 - SAP FICO Bootcamp

2020 - APO DP Bootcamp

2020 - SAP S4 HANA 1909 Training

2017 - ITIL V3 Foundations Training

2016 - Desktop Automation Bootcamp/Foundation and Navigation Course for WinAutomation

2016 - Infrastructure Management Fundamentals

AFFILIATIONS

Mapúa Institute of Electrical and Electronics Engineer Student Branch (IEEE)

Mapúa Institute of Technology – Institute of Computer Engineers of the Philippines Student Edition (ICpEP)

Mapúa Alumni of Computer Engineering Association Inc.

LANGUAGES

Filipino
Native or Bilingual Proficiency

English
Professional Working Proficiency

SOFT SKILLS

Logical Thinking   Time Management

Strong Work Ethic   Flexibility

Team Player